



Supply Chest

August 2, 2002

Ready - Resourceful - Responsive!

Vol. 54 No. 14

Navy's largest supply center to change hands Aug. 16

Captain Loren V. Heckelman, Supply Corps, United States Navy, will relieve Captain William A. Kowba, Supply Corps, United States Navy as commanding officer of Fleet and Industrial Supply Center, Norfolk (FISC) in a ceremony on Friday August 16, 2002 beginning at 9:00 a.m.

The ceremony will take place in front of the Pennsylvania House aboard Norfolk Naval Station. About 500 guests are expected to attend the ceremony. Music will be provided by the Atlantic Fleet Band.

Rear Admiral Justin D. McCarthy Supply Corps, United States Navy Commander, Naval Supply Systems Command and Chief of Supply Corps, will preside over the ceremony and deliver the keynote address following invocation by Captain Victor Smith, Chaplain Corps, United States Navy.

After more than two years at the helm of the Navy's largest supply center, Captain Kowba will turn over control of the Navy's largest FISC. Reporting in June 2000, Captain Kowba became the 35th commanding officer, and has presided over an era of considerable change to this historic center. His next assignment will be with the Chief of Naval Operations' Strategic Studies Group in Newport, R.I.

Captain Heckelman graduated from Miami University in May 1979 with a Bachelor of Science degree in Marketing Management, and was commis-



Capt. Loren V. Heckelman, SC, USN



Capt. William A. Kowba, SC, USN



***The Commanding Officer
Fleet and Industrial Supply Center Norfolk
requests the pleasure of your company at the
Change of Command Ceremony where
Captain William A. Kowba, SC, U.S. Navy
will be relieved by
Captain Loren V. Heckelman, SC, U.S. Navy
on Friday, the sixteenth of August, at nine o'clock
Across the street from Pennsylvania House
Naval Station
Norfolk, Virginia***

***Military: Summer White
Civilian: Informal***

continued on page 5

From the Commanding Officer: Thanks for the memories!



By Capt. Bill Kowba
Commanding Officer, FISC Norfolk

FISC Norfolk Teammates,

Have you noticed that the clock has been ticking a little faster or that the months on the calendar have been peeling off a little quicker? Unfortunately, that is an observation that I have made relative to my personal situation. The time I had chosen to ignore for so long has finally arrived. I am speaking of my pending change of command and transfer with a new set of orders.

Assignment rotation is a basic element of a Naval Officer's career. It has both an up side and down side. Clearly rotation provides a broader opportunity to live in different locales, meet new people, and gain wide experience in a functional area. At the same time, frequent transfers rarely allow one to feel fully settled and remain in place long enough to witness long-term growth in a command. I am now confronted with my fourteenth and most difficult change of station.

Like you, I have planned and worked toward various career goals and stages. A command tour was one that was always out there to strive and hope for while maturing as a naval officer. Now, I am about to close that chapter and move on to new routines and neighborhoods. In doing so, I am leaving the best job that I have ever had in the service. I have been blessed to lead the Navy's oldest, largest, and most importantly, finest Fleet and Industrial Supply Center. I will debate my case with anyone.

Not a lot of things in life are all they are stacked up to be. Command of FISC Norfolk was clearly an excep-

tion. Deep in my heart, I knew it would be before I ever arrived in June 2000. You see, I had prior knowledge. I was lucky enough to attend the "dress rehearsal" by way of a junior officer assignment at the old NSC Norfolk in the early nineties. During the time frame of Desert Shield/Desert Storm, I was in the Material Availability Department (Code 300). First hand, I observed true professionals mobilize to support our Navy in the Southwest theater of operations. We did not call it delivering combat capability through logistics back then. But you and your predecessors have delivered on time, every time in a win streak that dates back to 1919.

Fast forward almost a decade, I saw again how a dedicated team of military, civil service, and contractor personnel could rally to support the fleet in Operation Enduring Freedom. In the aftermath of the 9/11/01 terrorist attacks, you met every challenge and exceeded every expectation in getting the battle groups underway while coming to grips with something new and uncertain known as homeland defense. You never stood taller in helping each other and

continued on page 4

Supply Chest

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RBCs a durable, environmentally friendly alternative to tri-walls

During extended at-sea deployments, Navy combat ships must be continually resupplied. Material delivered to ships is frequently packaged in large cardboard containers, known as "tri-walls." The containers are not reusable, and require significant man-hours to load, seal, wrap with plastic stretch-wrap, and palletize. As a result of this process, a great deal of single-use packaging material becomes solid waste.

FISC Norfolk is now using a reusable plastic bulk shipping container (RBC). The RBCs have sling-handling features built into the base of the container similar to that of wooden pallets for handling ease throughout the supply chain.

The containers cost approximately \$200 each. Each tri-wall/pallet combination, along with the associated packing materials, cost approximately \$50. When you consider that the RBCs can be used and reused hundreds of times, it won't take long for them to start paying for themselves. "The RBCs are a tremendous leap forward in material handling," said Cmdr. Brett Sturken, FISC Norfolk director of customer operations. "They are environmentally friendly, have a good service life, and provide better protection than tri-walls," he added.

The RBCs are collapsible for compact storage, taking up one-third of the space of a tri-wall. They also have drop doors to make loading and unloading easy. This eliminates a lot of the strain associated with loading and unloading triwalls. All parts of the RBCs, including latches and sidewalls, are replaceable in the field with just a screwdriver and hammer. The base portion of the RBC is even replaceable, should it ever wear out from contact with non-skid surfaces.

As part of the Navy's effort to reduce the generation of solid waste aboard surface ships, the RBCs were



With FISC Norfolk Commanding Officer Capt. Bill Kowba and Les Turtle looking on, DDNV Commander Capt. Jim Hagarty points the way for the official rollout of the Navy's new Reusable Bulk Shipping Container (RBC). These newly introduced reusable containers feature built-in sling hangers, drop doors for easy loading and unloading, and collapsible side walls for easy storage. Les Turtle is the mascot of the Navy's Waste Reduction Afloat Protects the Sea (WRAPS) program.

developed in cooperation with NAVICP. The initial application of the containers is for consolidating material for transfer from logistics support ships to combatant ships at-sea. This application offers a relatively closed loop distribution scenario, which will maximize the return and reuse rate of the containers.

During testing, the RBCs withstood abusive handling with 2,500 pound test loads at a government laboratory. They continued to perform during three years of shipboard UNREP and around-the-world handling without permanent damage.

The containers will greatly reduce the generation of waste associated with large corrugated tri-wall boxes, wooden pallets, plastic stretch wrap, and strapping materials. Use of the reusable containers has the potential to save the Navy a significant amount of money on the expense of single-use, disposable packaging and may also reduce the time associated with set-up,

loading, and strike-down of supply containers.

Overall, the reusable, bulk shipping containers were viewed favorably in terms of performance, ease of use, and toughness. Notable were the side drop doors built in to the containers which improved unloading and inventorying the contents. The drop doors allow Sailors to physically enter the container to retrieve the supplies near the bottom of the container without having to step over, or lean over the high sidewalls of typical corrugated bulk boxes (tri-walls).

There was a widely held impression that the test containers occupied significantly more space when collapsed than the currently used tri-wall boxes. However, this view was usually tempered when reminded that the test containers have the pallet incorporated into the container while the tri-walls do not. When the collapsed reusable container is compared to a collapsed tri-wall box and its required pallet, the volume (amount of occupied space) is similar.

New kiosks provide info with “One Touch”

by V. Andre Fenwick

Director, Workforce Development & Support Division

Two informational kiosks were installed in building W-143 on June 27, 2002. They are located on the first floor outside the Logistics Support Center and on the sixth floor just inside the main corridor from the front elevators. The information provided by these kiosks should help visitors to building W-143 find various FISC departments and other frequently visited sites. Additionally, they provide information on the departments, as well as on-base and community services around Norfolk Naval Station. Although the information currently

loaded on the two kiosks is limited, it will grow as we determine new uses for this avenue of information exchange.

The kiosks are a result of coordinated work between several departments, including; Acquisition, Facilities, Resource Management, Business Management, Public Affairs and the IT Office.



This kiosk is located on the sixth floor of Building W-143, across from Code 100.

Thanks to all of you who so generously provided your comments and suggestions and to the management of FISC Norfolk who supported this Knowledge Management initiative.

For any information you wish to update, please contact our POC: Cathleen Bell, Code 42A, 443-1024.

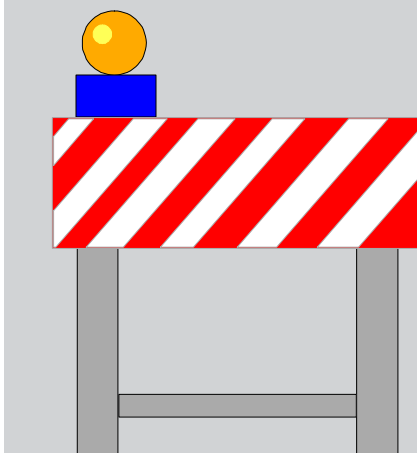
Thanks from page 2

the fleet sailor. That professionalism and caring has always been there. It is just that at different times, we take an extra moment to reflect on it.

In both contingency and peace time settings, in Code 40 as well as Code 200, at Cheatham Annex and at the Philadelphia Detachment, you always made me feel special to be your commanding officer. Let me say it in the clearest of terms. It was indeed an honor and a privilege to serve with you. I will miss watching the LSR golf carts racing to and from the piers on Decatur Avenue. I will miss the windshield tours of Craney Island. I will miss the walks around the ATAC Hub. I will miss our exchanges at the town hall meetings. I will miss the wonderful Tidewater hospitality. I will miss all of you. I leave though with a priceless treasure. I leave with the memories of a lifetime of good and decent people working hard to make a positive difference on the Navy's most vital waterfront. THANKS FOR THE MEMORIES!!!

Your proud commanding officer,

Capt. Bill Kowba



Traffic Alert!

Virginia Avenue from Powhatan Street to Admiral Taussig Boulevard will have periodic lane closures until approximately September 30. The lane closures are required to accomplish repaving of Virginia Avenue. Two lanes, one in each direction, should remain open throughout the project. The duration and scope of the project are subject to change, so watch the Supply Chest for updates. We will print them when and if new information is available.

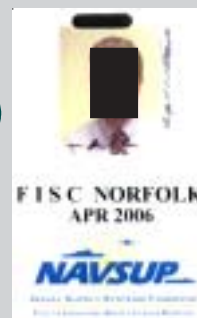
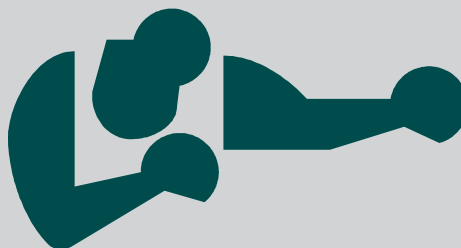
sioned an Ensign, Supply Corps, United States Navy from the University's Navy ROTC program. He later earned a Masters of Business Administration degree from the University of Michigan.

Captain Heckelman served at sea aboard *USS Bigelow (DD-942)* as the assistant supply officer, *USS CARL VINSON (CVN-70)* as stock control officer and readiness officer, and *USS Abraham Lincoln (CVN-72)* as supply officer. During his afloat tours, Captain Heckelman qualified as a surface warfare officer, an aviation supply officer and a surface warfare supply corps officer.

He has served ashore at the Commissary Store in Mayport, Florida as commissary store officer; Navy Resale and Services Support Office, Field Support Office, Jacksonville, Florida Control Division officer, responsible for accounting and procurement for nine commissaries and two major distribution warehouses; Naval Aviation Supply Office in Philadelphia, Pennsylvania where he served first as the A-7/A-4/T-2/T-45 weapons manager and then as Strike/Fighter Procurement Division director. He then served as executive assistant to the Commander, Naval Information Systems Management Center in Washington, D.C. Following that tour, he reported to Naval Supply Systems Command as the head of the Navy Stock Fund Policy, Programs and Management Branch. In January 1994, he was selected by the Undersecretary of the Navy to serve in the Department of the Navy's 1995 Base Realignment and Closure (BRAC) Project Office as the senior supply corps officer and an Infrastructure Analyst for operational and logistics activities. Upon completion of that assignment in June 1995, he reported to Fleet and Industrial Supply Center, Yokosuka, Japan where he served for two years as executive of-

You need 'em both!

Common Access Card vs FISC Badge



There appears to be some confusion regarding the purpose of the Common Access Card (CAC) and the FISC Norfolk access badge. Hopefully, the following will clarify the differences.

Every person in the Navy will eventually have a CAC, and one of its main purposes is to get you on the base. But, we don't want to give access to our buildings and areas to 'every person in the Navy.' Therefore, we will continue to issue FISC badges to control access to our personnel having a right and need to enter our facilities.

The CAC badge is designed to replace the Optional Form 55 (civilian ID 'wallet' card), the military DD Form 2 and the yellow base contractor badge. In *some* areas it also serves as a proximity access card, but not locally.

When you're issued the CAC, you surrender the OP Form 55, DD Form 2 or yellow Contractor badge. DO

NOT give up your FISC badge. You'll still need that to enter W-143 and other restricted areas.

At present, we are allowing FISC contractors to enter our building based on their CAC; however, we are preparing to issue special FISC Contractor activity badges to our contractors in addition to their CAC. Thus, all FISC personnel (civilian, military and contractors) will wear FISC activity badges.

Our Physical Security Plan, signed by our Commanding Officer, directs that all personnel entering FISC buildings, compounds or other facilities must display (wear) a proper, authorized badge while in those spaces. Those badges may be FISC-issued badges, visitor badges or the badges of other activities which we honor. That does not include the CAC. That's for base entry... but not FISC entry.

BOTTOM LINE: You still need your FISC-issued badge as well as your CAC. Don't give it away.

ficer. He also served on the staff of the Chief of Naval Operations in the Programming Division. He is a Massachusetts Institute of Technology, Center for International Studies Fellow, having completed their Seminar XXI on Foreign Politics, International Relations and the National Interest in April 2000.

His awards include the Meritorious Service Medal (three awards), Navy Commendation Medal (three awards),

Navy Achievement Medal, Military Outstanding Volunteer Service Medal, Meritorious Unit Commendation (four awards), Navy Expeditionary Medal, Defense Service Medal, Sea Service Deployment Ribbon (four awards) and Overseas Service Ribbon (two awards).

Captain Heckelman and his wife, Elena, a Naval Reserve Supply Corps Captain (select), have two sons, Jeff and Tom.

Navy/Army reservists load MV Green Wave for annual northern trek

The annual re-supply of remote Thule Air Force Base by the U.S. Navy's Military Sealift Command is never a pleasure cruise. Just 950 miles south of the North Pole on the island of Greenland, the base spends most of the year iced in, however, each August an icebreaker accompanies an MSC dry cargo ship and two MSC tankers who transit through pack ice and dodge icebergs to bring Thule's 750 inhabitants supplies for the year.

For this year's resupply mission, known as *Pacer Goose 2002*, MV Green Wave was loaded at Naval Station Norfolk's Pier 4 by an eclectic mix of active-duty and reserve military cargo handlers, civil service stevedores, and commercial longshoremen. For the 42 active-duty Soldiers from the 7th Transportation Group at Ft. Eustis and the 25 reserve Sailors from Navy Cargo Handling Group 8, the loadout of the Green Wave provided a rare training opportunity using equipment they don't



BM2 Bugsy Siegel, Naval Cargo Handling Battalion 8, guides a truck into a cargo hold aboard the MV Green Wave. Siegel was one of 25 Naval Reservists from the Fort Dix, N.J.-based unit that provided valuable load-out support for the annual resupply mission to Thule, Greenland. The load-out provided valuable real-world training for the reservists.

normally get to work with.

"We've been doing this with the Green Wave for more than 20 years," said Steve Fisher, director, Ship's Operations Branch. "To see all of these

people working together - Army, Navy, civil service, and commercial longshoremen, it's just terrific. Each of these groups of people have different ways

continued on page 7

Tentative Decision reached in Navy Integrated Call Center A-76 – Work Remains in-house



The Naval Supply Systems Command announced on July 15 that the Navy will retain in house the Navy Integrated Call Center functions at the Fleet and Industrial Supply Centers at Norfolk, VA and San Diego, CA. The decision is the result of a cost comparison study conducted in accordance with procedures defined in the Office of Management and Budget Circular A-76. The government's Most Efficient Organization (MEO) includes 36 full time equivalences, eighteen at FISC Norfolk and eighteen at FISC San Diego. This is the seventh function that has been studied and retained in house at FISC Norfolk. Implementation of the NICC MEO will be declared on October 1, 2002.

Code 200 gives director birthday surprise



How many Capt. Carlsons can you fit into the Hampton Room? Following a recent training session and departmental awards ceremony, Code 200 employees surprised CODE 200 Director Capt. Mike Carlson by holding up life-size photos of him in front of their faces. The tribute was in honor of his birthday.

Green Wave from page 6

of operating, different ways of doing their job and different ways of communicating. They've all worked together really well," added Fisher.

"We rarely get to train with equipment like this," said Lt. Peter Lawless, officer-in-charge of the detachment from NCHB 8. "This has been a fantastic opportunity for us to be able to train here and help out with the Green Wave. We've been able to learn a lot from working with the civilians here, and worked with equipment that we've never had an opportunity to work with before." Lawless added that he and his crew also enjoyed a little friendly competition with their Army peers as Soldiers and Sailors loaded adjacent holds on the ship. "We would watch each other to see who was moving faster," Lawless said with a grin, but they all had one common goal: to load the Green Wave safely so the ship could begin its journey to Greenland.

Green Wave loaded everything from snow plows to beans for the base. Even in August, the average low temperature in Thule is only just above freezing. By September, the average high temperature drops to only 32 degrees. This means that the ships must off-load their cargo within a small period.

Thule Air Force Base is home to one of three stations operating the Air Force Space Command's Ballistic Missile Early Warning System, which monitors the launch of submarine or ground-launched intercontinental ballistic missiles. The BMEW confirms that missiles are test launches and not an attack on the U.S. At the height of the Cold War, the base housed nearly 10,000 airmen.

FISC "faces the fleet" at waterfront expo



Code 42 Director Andre Fenwick meets with Sailors during the annual Waterfront Expo held recently at Pier 26. Several FISC codes were represented at the expo, along with other commands and commercial vendors that provide goods and services to the fleet. The expo showcased some of the latest products available for shipboard use, including tools, office supplies, electronic equipment, emblematic items, and food. Food vendors offered samples of everything from simple finger foods and sandwiches, to shrimp, chicken cordon blue and duck. The expo provides an opportunity for fleet Sailors to meet face-to-face with some of the people who help them perform their jobs at sea. They also enjoy meeting some of the FISC employees who provide them with great customer support.

Det. Washington Postal Operations Division awarded for excellence



FISC Norfolk Det. Washington officer-in-charge Capt. Mark Westin presents award plaque and GSA Award Certificates to employees of the Postal Operations Division. FISC Norfolk Det. Washington operates the Navy Postal Consolidation Facility at Naval District Washington's Anacostia Annex. On June 26, they were awarded the Federal Mail Center of Excellence Award for 2002 in a nationwide competition sponsored by the General Services Administration. The employees also received a check with their share of the \$2500 prize GSA includes with the award. Pictured are (Front L-R) Capt. Westin, Samuel Robinson, Anthony Warren, Reginald McPherson, Patricia Amaker, Eugene Long, David Brown, and Jorge Mercado. (Rear L-R) Ernest Terry, Edward Reynolds, John Gvozdz, Keith Williams, Nathaniel Dunson, Edward O'Connor, Stanley McCaskill, Daniel Collins, Carl Liu, Anthony Lee, Crystal Lewis, and Gloria Jones.

On June 26, Thurman Davis, Deputy Administrator of the US General Services Administration (far right), and Martin Wagner of the GSA Office of Government-wide Policy presented the 2002 Federal Mail Center of Excellence Award to FISC Norfolk Detachment Washington's Postal Operations Division at a ceremony in Washington. Capt. Mark Westin accepted the award on behalf of the 21 employees of the Navy Postal Consolidation Facility FISC operates at Naval District Washington's Anacostia annex. Also pictured and representing all the employees (who were out handling the mail) are (l to r) Facility Director Ernest Terry, Navy Postal Inspector Mr. John Gvozdz, and Daphne Cook. The annual award is presented in a government-wide competition by the General Services Administration.



FISC Norfolk Executive Director Sid Etherington is congratulated by FISC Norfolk Commanding Officer Capt. Bill Kowba after he presented her with the Meritorious Civilian Service Award. She was recognized for her efforts during a period of unprecedented change at FISC Norfolk that included new mission roll-out, traditional mission re-engineering, information systems enhancements, resource management improvements, and personnel development initiatives. She was instrumental in the transformation of the Customer Service Department into the widely acclaimed Logistics Support Center. She also guided four A-76 studies to successful closure at the Ocean Terminal, ATAC Hub, Household Goods, and HAZMAT. She also established a Metrics Division with the activity based costing and performance measure expertise that will foster a more analytical and data-driven decision-making model.



Contract specialist David St. Laurent is congratulated by Brig. Gen. James Johnson upon presentation of the Joint Civilian Service Commendation Award. St. Laurent was recognized for his work as contracting officer, Joint Task Force - Olympics during the 2002 Winter Olympic Games held in Salt Lake City, Utah. While temporarily assigned there, he and his contracting team adjusted to the increased post-9/11 security requirements and awarded more than 20 contracts valued at more than \$15 million in support of those requirements. His efforts were pivotal in supporting the security posture of the Olympics and the Joint Task Force - Olympics mission.